

3700 Long Term Care (LTC) Ombudsman Program		
3701	Overview	
	3701.1	This section provides an outline of the Division of Aging and Adult Services operational policies and procedures for the LTC Ombudsman Program. This policy section is subject to change as additional information and/or regulations are received from the U.S. Department of Health and Human Services, AoA.
	3701.2	The Division of Aging and Adult Services through its contracts with the AAA shall develop, monitor and enforce policies and procedures governing the LTC Ombudsman Program. LTC Ombudsman Program services may be provided by contract with a regional public agency or a nonprofit organization.
	3701.3	The LTC Ombudsman Program exists to protect the human and civil rights of a LTC resident and to promote his/her autonomy through individual and collective advocacy efforts to enhance his/her quality of life in long term care settings. The LTC Ombudsman Program is a resident centered advocacy program. The program will make every reasonable effort to assist, represent and intervene on behalf of the resident.

3700 Long Term Care (LTC) Ombudsman Program		
3702	Authority and Statutory Requirement	
	3702.1	The LTC Ombudsman Services Program is authorized and governed by the following statutes and regulations:
		A Older Americans Act of 1965 (as amended in 2006) P.L. 106-501, §307(9), §711-13. http://www.aoa.gov/AoARoot/AoA_Programs/OAA/oa_full.asp
		B A.R.S. 46-452.01 and A.R.S. 46-452.02. http://www.azleg.state.az.us/ArizonaRevisedStatutes.asp?Title=46
		C Division of Aging and Adult Services LTC Ombudsman Manual 2009. https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1188AMANNA.pdf
		D LTC Ombudsman Volunteer Manual 2009. https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1189AMANNA.pdf
	3702.2	The AAA must ensure that providers comply with the following: A A fingerprint based criminal background check shall be completed at time of hire, or as a result of reassignment after hire, on employees and volunteers who have direct contact with vulnerable individuals including those who are mentally disabled, frail, or have a chronic disease that puts them at risk for abuse (see A.R.S. § 46-141) See also the Arizona Department of Economic Security Special Terms and Conditions - Professional Services/ Optional Auto /Children-Vulnerable Adult/Bonding AAA, section 5.

3700		Long Term Care (LTC) Ombudsman Program	
3703	Operational Procedures for Ombudsman Services		
	3703.1	The LTC Ombudsman Program offers the following services:	
		A	Information and referral.
		B	Community education.
		C	In-Service education to facility staff.
		D	Issues advocacy.
	3703.2	Provide complaint resolution process which assures the acceptance within 24-48 hours, following up with recording, investigation and resolution of complaints made by, or on behalf of, residents of LTC facilities. Immediate crises complaints acceptance will be within 24 working hours.	
	3703.3	Follow established quarterly visitation schedules to include all LTC facilities within the AAA region.	
	3703.4	Promote resident and family councils within LTC facilities.	
	3703.5	Make appropriate referrals of problems to other appropriate governmental or community agencies and/or the Office of the State Long Term Care Ombudsman (OSLTCO), when necessary.	
	3703.6	Assist residents in identifying their rights and interests under state and federal law and obtaining the rights and services to which they are entitled. Investigate complaints, which will include, but not limited to, complaints related to action, inaction, or decisions of individuals or organizations, which may adversely affect the health, safety, welfare, or rights of the resident. Those individuals or organizations include, but are not limited to the following:	
		A	Providers of LTC services and staff of their facilities.
		B	Representative of the above providers.
		C	Public agencies.
		D	Social services agencies.
		E	Government agencies.
	3703.7	Provide specific information to residents/individuals on their rights and available services. Respond to the need for services identified by the resident/individual.	
	3703.8	Identify appropriate contractors of services and existing resources. Refer residents/individuals to appropriate resources. Monitor referrals to ensure service delivery.	
	3703.9	Assist residents/individuals in removing barriers, which prevent them from meeting identified needs. Identify barrier, including language and cultural to access needed services.	
	3703.10	Provide follow-up and coordination procedures to ensure the timeliness and the quality of service delivery or resolution of issues. Initiate and utilize standardized follow-up procedures. Follow established procedures for recording client contacts, accepting individual complaints and concerns and addressing these problems.	

3700 Long Term Care (LTC) Ombudsman Program		
3703	Operational Procedures for Ombudsman Services	
	3703.11	Maintain and advertise a phone number for use by complainants. Follow procedures for handling urgent requests from the complainants and the OSLTCO.
	3703.12	Promote and provide information, technical assistance and education to ensure that the program is visible in long term care facilities and communities throughout the region. Provide education and training to citizen's groups, general public, local volunteer groups and human service workers. LTC facility staff and others involved in the LTC industry, concerning resident's rights and issues and how these need to be addressed.
	3703.13	The LTC Ombudsman Program has developed the following inter-agency partnerships and continues to network with related programs to provide more immediate resolution to issues and expand resources:
		A
	B	Arizona Adult Protective Services (APS).

3700 Long Term Care (LTC) Ombudsman Program			
3704	Operational Procedures and Responsibilities for Regional Ombudsman Program Coordinator Roles		
	3704.1	The Regional Ombudsman Program Coordinator will be limited in geographic scope to the area specified in the approved plan for the contracted service provider.	
	3704.2	In administering the Regional LTC Ombudsman Program, the Regional Ombudsman Program Coordinator(s) is (are) responsible for the following activities:	
		A	Recruiting, screening, selecting, training, certification training, testing, managing and providing technical support to staff and/or volunteers. Sending completed copies of the required Division of Aging and Adult Services Training Record forms to the State LTC Ombudsman office for designation (see Exhibit 3700H).
		B	Ensuring that all designated Ombudsmen follow policy, rules and laws of the program and provide re-certification training. Sending completed copies of the Division of Aging and Adult Services Training Record forms to the State LTC Ombudsman office for re-designation (see Exhibit 3700H).
		C	Ensuring that staff and volunteers remain eligible for re-designation.
		D	Representing the interests of residents before government agencies.
		E	Seeking legal, administrative and other remedies on behalf of residents.
		F	Analyzing, commenting on and monitoring the development of laws, regulations, policy and actions pertaining to LTC residents.
		G	Supporting the development of resident and family councils.
H	Providing information, consultation and education to the residents, families, LTC facility staff, and to the community.		

3700 Long Term Care (LTC) Ombudsman Program		
3704	Operational Procedures and Responsibilities for Regional Ombudsman Program Coordinator Roles	
	3704.2	I Making referrals to other governmental and/or community agencies as appropriate.
		J Reporting program issues directly to the Office of the State LTC Ombudsman.
		K Reviewing monthly reports and responding in a timely fashion to requests for data and other information as requested by the Office of the State LTC Ombudsman. Submitting monthly Division of Aging and Adult Services data collection NORS data base reports prior to or by the due date of the 20th of the following month.
		L Participating in scheduled conference calls and quarterly meetings with the Office of the State LTC Ombudsman.
	3704.3	The Regional Ombudsman Program Coordinator may delegate the following responsibilities to designated staff and/or designated volunteers:
		A Receiving, investigating and resolving complaints.
		B Representing the interests of residents before government agencies.
		C Seeking legal, administrative and other remedies on behalf of residents.
		D Analyzing, commenting on and monitoring the development of laws, regulations, policy and actions pertaining to LTC residents.
		E Supporting the development of resident and family councils.
		F Providing information, consultation and education to the residents, families, LTC facility staff and to the community.
		G Making referrals to other governmental and/or community agencies as appropriate.

3700 Long Term Care (LTC) Ombudsman Program		
3705	LTCO Operational Procedures for Screening for Conflict of Interest	
	3705.1	An individual who serves as a representative, or seeks to serve as a representative of the Office of the State LTC Ombudsman shall sign a Division of Aging and Adult Services Conflict of Interest Statement form (Exhibit 3000D). A copy of the form will be kept on file at the Office of the State LTC Ombudsman. An individual who serves as a representative of the Office of the State LTC Ombudsman shall review and sign a new Conflict of Interest Statement form every three years or if a change in status occurs.
	3705.2	Conflict of interest occurs when an individual or a member of the individual's immediate family:
		A Has direct involvement in licensing and/or certifying long term care facilities.
		B Is a provider of LTC services.
		C Has ownership or investment interest in a LTC facility.

3700 Long Term Care (LTC) Ombudsman Program		
3705	LTCO Operational Procedures for Screening for Conflict of Interest	
	3705.2	D Has ownership or investment interest in a LTC service.
		E Is employed by and/or manages a LTC facility.
		F Receives or has the right to receive, either directly or indirectly, remuneration with an owner or operator of a long term care facility.
		G Has a designation/responsibility within the AAA to other programs which limits their ability to discharge their duties, services and provisions of the Ombudsman Program to the residents of long term care settings.
		H Is employed at the same time by another employer in a position which conflicts with the duties, services and provisions of the LTC Ombudsman Program.
		I Has the potential to undermine the impartiality of the LTC Ombudsman because of the possibility of a clash between the Ombudsman's self-interest, professional interest or public interest while providing services to residents of LTC settings.
	3705.3	Regional Program Coordinators will report any identified conflict of interest to the Office of the State LTC Ombudsman.
	3705.4	The Office of the State LTC Ombudsman will review the conflict of interest to determine if a waiver can be given.
		A Waivers will be determined on a case-by-case basis.
		B Written responses will be provided to the Regional Ombudsman Program Coordinator within 30 days of receipt of the request.

3700 Long Term Care (LTC) Ombudsman Program		
3706	Operational Procedures for the Maintenance of Ombudsman Information	
	3706.1	The Office of the State LTC Ombudsman and any individual designated to act on behalf of the Office of the State LTC Ombudsman shall not disclose any information with respect to whom the program maintains files on. This includes:
		A Information pertaining to the resident, complainant and ombudsman intervention.
		B Information pertaining to deposition of staff and volunteers by the Ombudsman.
	3706.2	Persons requesting information are to be informed that the name of a resident or a complainant with whom the program has had intervention is confidential information and can be revealed only under the following circumstances:
		A The complainant, resident and/or legal representative gives consent to the disclosure in writing.
		B The complainant, resident and/or legal representative gives oral consent and the consent is documented in writing on the Division of Aging and Adult Services Case Notes form (see Exhibit 3700B).

3700 Long Term Care (LTC) Ombudsman Program		
3706	Operational Procedures for the Maintenance of Ombudsman Information	
	3706.2	C The disclosure is required by court order.
	3706.3	Residents, complainants and/or legal representatives may be asked to complete the Division of Aging and Adult Services Authorization for Release of Confidential Information and Representation form prior to the Ombudsman disclosing identity (see Exhibit 3700A).
	3706.4	Ombudsmen will document the resident's, complainant's and/or legal representative's oral consent on the Division of Aging and Adult Services Case Notes form (see Exhibit 3700B).
	3706.5	Subpoenas received by the Regional Ombudsman Program shall be faxed to the Office of the State LTC Ombudsman within 24 hours of receipt by the Regional Ombudsman Program Coordinator. Send original document to the Office of the State LTC Ombudsman.
		A Home Health Aid and Home Nursing.
		B The Office of the State LTC Ombudsman will upon receipt of the subpoena forward it to the Office of the Attorney General State of Arizona, Child & Family Protection Unit within 24 hours for processing.
	3706.6	Court orders received by Regional Ombudsman representatives shall be faxed to the Office of the State LTC Ombudsman within 24 hours of receipt. The original document shall be sent to the Office of the State LTC Ombudsman. The Office of the State LTC Ombudsman will contact the Office of the Attorney General State of Arizona, Child & Family Protection Unit regarding the processing of the court order.

3700 Long Term Care (LTC) Ombudsman Program		
3707	Operational Procedures for Ombudsman Legal Representation & Liability	
	3707.1	The official duties as specified in the Arizona Revised Statute and the Older Americans Act of 1965, when performed in good faith , are considered State conduct or action. Official duties are as defined in the Older Americans Act of 1965, as amended in 2000, §712 (a) (5) (A) and (B). Official duties are also those as defined in ARS § 46-452.02.B.
	3707.2	Designated LTC Ombudsmen of the Office of the State LTC Ombudsman performing actions of official duties of their position are provided State legal representation.
	3707.3	Designated LTC Ombudsmen performing action outside of the official duties specified will be interpreted as performing unauthorized action.
	3707.4	Designated LTC Ombudsmen performing unauthorized action are not provided State legal representation and may be open to personal liability.
	3707.5	Designated LTC Ombudsmen performing unauthorized action may be subject to De-designation as described in section 3711.

3700		Long Term Care (LTC) Ombudsman Program	
3708	Operational Procedures for Ombudsman Certification		
	3708.1	The Regional Ombudsman Program Coordinator will conduct an interview of an individual applying to be considered for certification as an LTC Ombudsman/ LTC Volunteer Ombudsman of the Office of the State LTC Ombudsman. During this interview, the individual is informed of the Ombudsman Program role and its requirements. An individual applying to be a LTC Volunteer Ombudsman will be required to complete a DES application (see Exhibit 3700I & 3700G).	
	3708.2	Certification will occur when the applicant has met the following requirements:	
		A	Complete required State and AAA paperwork. In addition LTC Volunteer Ombudsmen will complete the Division of Aging and Adult Services Volunteer Commitment form (see Exhibit 3700J).
		B	Be free of conflict of interest as demonstrated in signing the Conflict of Interest Statement form (see Exhibit 3700D).
		C	Have demonstrated that he/she is free of infectious tuberculosis (TB) as evidenced by receipt of a document supplied by a medical facility.
		D	Complete a fingerprint criminal history background check as defined by ARS 46-141(A & I), Criminal Record Information Checks and have successfully passed a criminal history background check and pass the criteria for acceptance every 3 years at a minimum. This applies to each prospective LTC Ombudsman, LTC Volunteer Ombudsman and current regional and Volunteer Ombudsmen.
	E	Have completed the training and testing described in section 3709 as evidenced by completion of the Division of Aging and Adult Services Ombudsman Certification Checklist (see Exhibit 3700C) and Training Record (see Exhibit 3700H).	
	3708.3	The Regional LTC Ombudsman Program Coordinator shall submit copies of the documentation defined in sections 3708.1 and 3708.2 to the Office of the State LTC Ombudsman stating that all certification requirements have been met by the applicant.	
	3708.4	When all certification requirements have been met, the Office of the State LTC Ombudsman will designate the applicant as an Ombudsman/Ombudsman Volunteer of the Office of the State LTC Ombudsman.	
3708.5	The Office of the State LTC Ombudsman will issue by mail a State of Arizona photo identification badge to the Regional Ombudsman Program. This badge is to be carried when the Ombudsman is acting as a representative of the Office of the State LTC Care Ombudsman.		

3700		Long Term Care (LTC) Ombudsman Program
3709	Operational Procedures for Ombudsman Training	
	3709.1	The Office of the State LTC Ombudsman (OSLTCO) will develop and keep current a uniform core training curriculum and testing based on model standards as established by the National Ombudsman Resource Center and as supported by the Administration on Aging. The Office of the State LTC Ombudsman and the Regional Ombudsman Program Coordinator shall work together to provide the core training and testing to the applicant. The minimum 16-hour core curriculum shall consist of the following content:
		A LTC Ombudsman Program Responsibility.
		B History and Roles of the Program.
		C Ethics.
		D Gerontology/Aging Process; Common Illnesses and Conditions.
		E Mental Illness, Dementia, Substance Abuse Problems.
		F Developmental and Physical Disabilities.
		G LTC System.
		H Legal Systems.
		I Regulatory Requirements of LTC Settings.
		J Resident Rights.
		K Communication.
		L Techniques of Complaint Process/Investigation.
		M Federal and State applicable Laws and Regulations.
		N Problem Solving and Resolution.
		O Medicare and Medicaid.
		P Confidentiality of Records.
		Q Resident Records.
		R Community Resources.
		S Documentation.
		T NORS Data Reporting / DES LTC Ombudsman Data Base.
		U Volunteerism – applies only to Regional Ombudsman Coordinators.
		V Maintaining Ombudsman Records – applies only to Regional Ombudsman Coordinators.

3700 Long Term Care (LTC) Ombudsman Program		
3709	Operational Procedures for Ombudsman Training (continued)	
	3709.2	Initial certification training and testing of Regional Ombudsman Coordinators will be provided by the OSLTCO.
	3709.3	Initial certification training and testing of Regional LTC Ombudsmen and LTC Volunteers will be provided by Regional LTC Ombudsmen Coordinators or their designee with the OSLTCO providing the designation.
	3709.4	The Regional LTC Ombudsman Coordinators will also provide a minimum of four hours of field training to the applicant.
	3709.5	Regional LTC Ombudsman Coordinators will use the Division of Aging and Adult Services Ombudsman Certification Checklist (see Exhibit 3700C) and Training Record (see Exhibit 3700H) of core training participation for each individual applicant. This record is to be placed in the Ombudsman's personnel file along with testing results and copies sent to the Office of the State LTC Ombudsman for designation (See Exhibit 3700K).
	3709.6	Regional Ombudsman Coordinators will receive the training identified in 3709.1 and 3709.2 from the Office of the State LTC Ombudsman.

3700 Long Term Care (LTC) Ombudsman Program		
3710	Operational Procedures for Ombudsman Training (continued)	
	3710.1	In order to maintain the 12 consecutive month designation and re-designation, from the Office of the State LTC Ombudsman, LTC Ombudsmen/LTC Volunteers shall:
		A Remain free of conflict of interest, the Conflict of Interest Statement (see Exhibit 3700D) shall be reviewed and signed every three years or earlier if a change of status occurs.
		B Complete annual Tuberculin (TB) screening or a written statement dated 12 months after the initial date of testing by physician, physician assistant or nurse practitioner that the staff is free of tuberculosis as described in section 3711.
		C Complete initial Core Training and testing for designation according to training procedures 3709.
		D All LTC Ombudsmen/LTC Volunteers shall complete a refresher training of Older Americans Act every three years.
		E For re-certification all LTC Ombudsmen/LTC Volunteers shall complete eight hours of annual in-service each year. This training will be provided by Regional LTC Ombudsmen Coordinators. Submit all re-certification paperwork to the OSLTCO for re-designation.
		F Regional LTC Ombudsman Program Coordinators shall complete an additional 4 hours of in-service training annually. OSLTCO will provide re-certification training and re-designation to Regional Ombudsmen Coordinators.
		G Remain in compliance with State law, Federal law and State and local policy and procedure and Ombudsman Program Rules.
		H Continue to demonstrate the ability to carry out the duties of the office.

3700 Long Term Care (LTC) Ombudsman Program		
3710	Operational Procedures for Ombudsman Training (continued)	
	3710.1	I Regional LTC Ombudsmen Program Coordinators/Regional LTC Ombudsmen shall attend at least one outside training each year to increase knowledge and networking capabilities. Submit to the OSLTCO copies of all documents/certificates for outside training completion.
		J Follow the State LTC Ombudsman criteria and written procedures for certification, re-certification.
		K Copies of the completed Division of Aging and Adult Services Ombudsman Certification Checklist (see Exhibit 3700C) and Training Record (see Exhibit 3700H) and any outside training certificates are to be sent to the Office of the State LTC Ombudsman for designation of Ombudsmen/Volunteers.
	3710.2	Regional LTC Ombudsman Program Coordinators and the Office of the State LTC Ombudsman shall work together to provide opportunities to meet the required eight hours of annual in-service training for Ombudsmen/Volunteers.
	3710.3	Regional LTC Ombudsman Program Coordinators shall advise the Office of the State LTC Ombudsman that all re-designation requirements have been met by the LTC Ombudsmen. The Regional LTC Ombudsman Program Coordinators shall submit copies of the completed Division of Aging and Adult Services Ombudsman Certification Checklist (see Exhibit 3700C) and Training Record (see Exhibit 3700H) documentation as defined in section 3710 to the Office of the State LTC Ombudsman.

3700 Long Term Care (LTC) Ombudsman Program		
3711	Operational Procedures for Ombudsman De-designation	
	3711.1	The Regional LTC Ombudsman Coordinator and/or the sponsoring agency may recommend de-designation of an LTC Ombudsman/ LTC Ombudsman Volunteer to the Office of the State LTC Ombudsman as described in 3711.3. De-certification of an LTC Ombudsman/LTC Volunteer Ombudsman may also occur voluntarily, should the LTC Ombudsman/LTC Volunteer Ombudsman request to resign from the program.
	3711.2	No LTC Ombudsman/ LTC Volunteer Ombudsman of the Office of the State LTC Ombudsman shall be de-designated without cause. Actions that may result in de-designation include the following, but are not limited to:
		A Failure of the individual to meet and/or maintain the criteria for certification.
		B Deliberate failure of the individual to disclose any conflict of interest or the existence of an un-remedied conflict of interest.
		C Violation of confidentiality requirements.
		D Failure to provide adequate and appropriate services to LTC residents.
		E Falsification of records.
		F Failure to act in accordance with applicable federal and state laws, rules, regulations and policies.

Division of Aging and Adult Services

Chapter 3700

Section 3700

2700

3700		Long Term Care (LTC) Ombudsman Program	
3711	Operational Procedures for Ombudsman De-designation (continued)		
	3711.3	The Regional Ombudsman Coordinator will submit a written recommendation with documentation to the Office of the State LTC Ombudsman.	
	3711.4	When documentation is provided, the Office of the State LTC Ombudsman will review the recommendation and de-designate as appropriate. The Office of the State LTC Ombudsman will consult with the relevant Regional Ombudsman Coordinator and/or the sponsoring agency to consider remedial actions that may prevent de-certification.	
	3711.5	If an attempt at remedial action is unsuccessful and cause still exists, the Regional LTC Ombudsman Coordinator shall provide written documentation of the results of the remedial actions and request de-designation. The Office of the State LTC Ombudsman will provide written notice to inform the de-designated LTC Ombudsman/LTC Volunteer Ombudsman that cause has been established and set forth the effective date of the de-designation.	
	3711.6	If the de-designation of an LTC Ombudsman/LTC Volunteer Ombudsman of the Office of the State LTC Ombudsman results in the absence of ombudsman services in a service area, the Office of the State LTC Ombudsman and Regional LTC Ombudsman Coordinator and/or the sponsoring agency shall arrange for the provision of ombudsman services until the decertified LTC Ombudsman/LTC Volunteer Ombudsman is replaced.	
	3711.7	The Regional LTC Ombudsman Coordinator and/or sponsoring agency must ensure that a de-designated representative abides by the following:	
		A	Surrender the State of Arizona Ombudsman photo identification badge immediately to the Regional LTC Ombudsman Coordinator and/or sponsoring agency. The Regional LTC Ombudsman Coordinator and/or sponsoring agency shall return the surrendered badge to the Office of the State LTC Ombudsman.
		B	Cease to identify himself/herself as an LTC Ombudsman of the Office of the State LTC Ombudsman.
	3711.8	C	Maintain confidentiality regarding events witnessed and/or experienced while performing duties as a LTC Ombudsman of the Office of the State LTC Ombudsman.
3711.8		The Office of the State LTC Ombudsman will have the authority of de-designation of a Regional LTC Ombudsman/LTC Volunteer Ombudsman when good cause has been determined and the sponsoring agency has been unable to remedy the situation and de-designate.	

3700			Long Term Care (LTC) Ombudsman Program	
3712	Operational Procedures for the LTC Program Reporting Requirements			
	3712.1	The AAA shall collect data and maintain records relating to the LTC Ombudsman Program as defined in the Aging and Adult Administration Policy Section 1600.		
	3712.2	Utilize all forms as provided and any other forms specified by the OSLTCO such as form letters, release of information & representation, applications, case notes, data case forms, data base entry forms, documentation, training forms, reference check and volunteer forms.		

3700 Long Term Care (LTC) Ombudsman Program		
3712	Operational Procedures for the LTC Program Reporting Requirements	
	3712.3	Collect accurate data for needs assessment, program evaluation and reporting. Complete monthly data collection reports (see Exhibit 3700E). These reports shall include inputting information on each ombudsman case (see Exhibit 3700F) into the web-based LTC Ombudsman system on the Complaint Case screen no later than the end of the month in which the case was closed. Input information from the monthly data collection report of ombudsman activities into the web-based LTC Ombudsman roll-up report screen prior to but no later than the 20th of the following month. Maintain compliance with the National Ombudsman Reporting System and Arizona State reporting requirements to collect and analyze data relating to complaints and conditions in long term care facilities for the purpose of identifying and resolving problems by providing data to the OSLTCO. Provide other reports as required by the OSLTCO.

EXHIBITS	
3700A	Authorization for Release of Confidential Information and Representation https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1054AFORNA.pdf
3700B	Case Notes https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1064AFORFF.DOC
3700C	Ombudsman Certification Checklist https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1184AFORFF.doc
3700D	Conflict of Interest Statement https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1059AFORNA.pdf
3700E	Monthly Data Collection Report https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1048AFORFF.doc
3700F	Ombudsman Case https://www.azdes.gov/InternetFiles/IntranetProgrammaticForms/doc/AAA-1163AFORFF.doc
3700G	Volunteer Reference Check https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1179AFORNA.doc
3700H	Training Record https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1178AFORFF.DOC
3700I	Volunteer Application https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1180AFORFF.doc
3700J	Volunteer Commitment https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1050AFORNA.pdf
3700K	Volunteer Performance Evaluation https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1204AFORFF.doc